

Please take a moment to complete the customer satisfaction survey below. Your answers are voluntary and will help us learn where improvements are needed in the future. Thank you in advance for your participation.

1. How satisfied are you with the following aspects of the 2003 National Census Test Internet Form?

	Very Dissatisfied  1	Dissatisfied  2	Neither Satisfied nor Dissatisfied  3	Satisfied  4	Very Satisfied  5
Time required to load the form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving through the form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of sending the form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security and confidentiality procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Overall, how satisfied are you with the 2003 National Census Test Internet Form?

Very Dissatisfied	Dissatisfied	Neither Satisfied nor Dissatisfied	Satisfied	Very Satisfied
1	2	3	4	5

3. Why did you choose to respond to the 2003 National Census Test online? *Mark all that apply.*

- ☐ It was the most convenient way to respond
- ☐ It was the easiest way to respond
- ☐ I prefer to use the Internet when possible
- ☐ I feel my answers are more secure on the Internet
- ☐ Other, please specify\_\_\_\_\_

**4. Would you use a Census Internet form in the future?**

- ☐ Yes
- ☐ No
- ☐ Not sure

**5. Given the choice, how would you prefer to answer census questions?**

- ☐ On the Internet
- ☐ Over the telephone
- ☐ By mail

**6. From which location did you submit your 2003 National Census Test Internet Form?**

- ☐ Home
- ☐ Work
- ☐ School
- ☐ Library
- ☐ Some other place, please specify\_\_\_\_\_

Submit this survey

**2003 National Census Test IVR/Agent Customer Satisfaction Survey**

Draft Date - November 12, 2002

**Hello. Thank you for calling the US Census Bureau and participating in the 2003 National Census Test. My name is \_\_\_\_\_.**

**First, I'll need to get your Census ID number. It's printed on the materials which you received in the mail. Look for your Census ID number under the barcode and above the address.**

[CAPTURE 14-DIGIT CENSUS ID]

**Before we move on to the census questionnaire, please take a moment to tell us what you think about the system you just used. This survey is voluntary, and your answers to three short questions will help improve this system for the next census. This customer satisfaction survey is administered under the authority of OMB # xxxx-xxxx.**

**Shall we go ahead?**

1 - Yes (GOTO BEGIN)

2 - No

If no, then

**Now, I'd like to collect your answers to the census questionnaire. Your answers are collected by authority of OMB # 0607-0900, expiring 12/31/03, and are protected by law. Let's begin.** Go to questions for 2003 National Census Test. (A refusal does not end the interview, we will start the census short form data collection.)

:BEGIN

**(A refusal does not end the interview, just ask the next question.)**

**On a scale from 1 to 5, how satisfied are you with the system you just used? Please, say a number from 1 to 5, where 1 means you are very dissatisfied and 5 means you are very satisfied.**

Very Dissatisfied

1

2

3

4

Very Satisfied

5

9. REFUSED

**Please tell me what problems you encountered with the reporting system before you were transferred.**

[Write-in response]

9. REFUSED

**And lastly, would you use this reporting system in the future, yes, no, or not sure?**

1. Yes
2. No
3. Not Sure

9. REFUSED

**Thanks for your feedback. Now, I'd like to collect your answers to the census questionnaire. Let's begin. Your answers are collected by authority of OMB #0607-0900, expiring 12/31/03, and are protected by law. Go to questions for 2003 National Census Test.**